

2020 Opportunities for Education and Peer Networking



NRC Health Pediatric Collaborative

Date: March 4–5, 2020 **Location:** Children’s Hospital & Medical Center | Omaha, NE
Website: nrchealth.com/peds20 **Audience:** Pediatric Leaders

Children’s Hospital & Medical Center welcomes you to Omaha, Nebraska for the 2020 Pediatric Collaborative. Join pediatric leaders from across the nation for a dynamic exchange of ideas focused on improving experiences before, during, and after care.



NRC Health Customer Experience Collaborative

Date: April 16, 2020 **Location:** Wynn Las Vegas | Las Vegas, NV
Website: nrchealth.com/wynn **Audience:** C-Level Executives

The 2020 Customer Experience Collaborative will bring together Chief Experience, Strategy, and Marketing Officers from across the country for an in-depth discussion on how out-of-industry best practices can revolutionize healthcare.

Executive attendees will get an inside look at how hospitality extraordinaire Wynn Las Vegas operationalizes the delivery of world-class customer experiences. A behind-the-scenes tour and keynote address delivered by Lee Long, Wynn Las Vegas’s Assistant Vice President of Hotel Operations, will provide attendees with actionable insights.



26th Annual NRC Health Symposium

Date: August 23–25, 2020 **Location:** Hyatt Regency Seattle | Seattle, WA
Website: nrchealth.com/symp20 **Audience:** Healthcare Experience & Marketing Leaders

At the 26th Annual NRC Health Symposium, healthcare professionals will gather to celebrate strides in service and deepen their connection to the patients and customers they serve. High-performing organizations spanning the entire continuum of care will come together to articulate a vision for the future of the industry—a vision that brings human understanding into focus.

Three days of dynamic speakers and round-table discussion will explore the urgent concerns confronting the industry today. You’ll leave the Symposium with a host of actionable ideas for personalizing care, building a consumer-ready organization, and securing authentic loyalty from your customers.

Additional learning and networking opportunities



WEBINARS:
nrchealth.com/events



CASE STUDIES, WHITE PAPERS, & MORE:
nrchealth.com/resources